

# INFORMATION EXCHANGE

December 2004

## *Resources for Workforce Development Programs*

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***Happy Holidays  
from the staff of the  
Employment Training  
Network***

***Thank you for giving us the  
opportunity to serve you this  
past year!***

***Diane Coad  
Janine Cota***



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

## Workforce Development Update

### Capacity Building Unit Offers Variety of Quality Training

The Capacity Building Unit (CBU) of the Workforce Investment Division provides staff development training and technical assistance to the workforce community, at no cost to the requesting agency. The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: [www.edd.ca.gov/wiarep/wiacat.htm](http://www.edd.ca.gov/wiarep/wiacat.htm). Please consult the Training Calendar at [www.edd.ca.gov/wiarep/wiacal.htm](http://www.edd.ca.gov/wiarep/wiacal.htm) for the most current schedule. A sampling of courses currently being offered are described below:

#### WIA Exit Strategies for Youth Programs

The CBU would like to help you start 2005 on a positive note with *WIA Exit Strategies for Youth Programs*.

This workshop is designed to enhance service delivery and maximize positive performance outcomes. The primary emphasis is to formulate service strategies that will engage job, training and education seekers in the cycle of WIA services during and after program participation to increase positive outcomes. Practitioners will learn strategies and techniques to: Increase skill attainment; increase first quarter outcomes; increase retention for older youth; increase credentials for older youth; increase youth "engagement" in the cycle of WIA services; and increase wage progression.

Call Rick Record at (916) 653-5244 or e-mail [hrecord@edd.ca.gov](mailto:hrecord@edd.ca.gov), if you are interested in hosting this workshop. Due to the high demand for this workshop, all requests will be scheduled on a first come basis.

#### Assess with Finesse - Helping Your Clients Find Their Career "Fit"

"If I only knew what I want to do!" How many times have you heard this before? It's not just a matter of luck, it's about using the right tools to discover what clients are suited for and would enjoy!

In this interactive workshop, you'll be introduced to a variety of assessment instruments, including O\*NET (Occupational Informational Network), the Department of Labor's comprehensive set of resource tools. Participants will learn how to use this innovative online program to link skills with occupations. In addition to the online skills search, there are hands-on exercises to identify the client's work interests and values.

Major benefits for Workforce Development Professionals are: Aligning education and job training curricula with current workforce needs; creating skills-match profiles to facilitate job placement; exploring career options that capitalize on individual knowledge, skills, and abilities; developing customized job descriptions, applications, and resumes; and, enhancing vocational and career counseling expertise.

This one-day workshop will introduce participants to a state-of-the-art, web-based program with infinite uses. If you are interested in hosting this workshop, contact Suzette Cobb at (916) 653-8187 or e-mail [scobb@edd.ca.gov](mailto:scobb@edd.ca.gov).

#### WIA One-Stop Team Building

This service may be requested to facilitate One-Stop efforts at the local level in developing better relationships with their partner staff. The CBU staff members who provide this service are fully trained facilitators (consistent with continuous improvement principles). The facilitator role involves providing a neutral party trained to use specific tools designed to successfully overcome barriers and move the process forward.

Services may include, but are not limited to, the following: Identify local One-Stop issues and concerns; communication issues; prioritizing concerns; recommendation and resolution processes; identify team strengths and building effective teams.

If you are interested in hosting this workshop, please contact Joy Allender (916) 654-8782 or email [jallende@edd.ca.gov](mailto:jallende@edd.ca.gov).

#### WIA Participant Reporting Forms

This workshop is intended to enhance WIA performance measure outcomes for workforce investment professionals who work with WIA participants, including case managers, job developers and employment specialists.

This course provides monthly and quarterly participant reporting requirements for WIA. Completion of the five reporting forms (Application, Registration/Enrollment, Goals, Exit and Follow-Up) will be covered in depth.

If you are interested in hosting this workshop, please contact Kim Lucero (916) 653-1666 or email [klucero2@edd.ca.gov](mailto:klucero2@edd.ca.gov).

## Training Opportunities

### Job Search Strategies On-Line

Do you know how to juggle? If so, how long did it take you to learn? Like learning how to juggle, mastering job search skills takes a great deal of practice before these skills become second nature.

Pilots used to fly airplanes. Now, advanced aircraft are flown by computer. The pilot takes over for take off and landing and only when, in his judgment, it is advantageous to do so. The Job Juggler, an on-line job search strategies program, can be compared to the computer that runs the airplane. The on-line Job Juggler performs routine training tasks that it is suited for, and career practitioners intervene like the pilot when, in their judgment, clients need attention.

The Job Juggler is a powerful tool that gives clients practice in building basic job search skills in a structured format, and applying these skills to real-life situations. The Job Juggler has tools for administrators, practitioners, educators and clients.

The Job Juggler also offers an on-line program for Career Development Facilitators (CDF) that has been approved by the Center for Credentialing and Education for Continuing Education Units (CEU). CDFs can earn up to 15 CEU clock hours on-line, at home, on their own schedule.

To register for The Job Juggler learning materials and to schedule a live or broadcast training for your staff, please contact Dr. Sally Gelardin at (415) 305-4645 or email [info@jobjuggler.net](mailto:info@jobjuggler.net). View demo of a lesson at [www.jobjuggler.net](http://www.jobjuggler.net).

### Jail to Jobs Training

The SELACO Workforce Investment Board is sponsoring the Larry Robbin training, *From Jails To Jobs! Success With Ex-Offenders*, on December 13, 2004 in Cerritos, California. There are a limited number of open slots available for the training. Registration is \$45. Contact [marjean@selaco.com](mailto:marjean@selaco.com) or call (562) 402-9336 x 1252.

### Department of Rehabilitation Training

The Disability Access Section (DAS) of the Department of Rehabilitation (DOR) provides services regarding disability awareness and program and physical access at the One-Stop Career Centers. DOR offers free training and consulting services to One-Stop Career Center staff and partners. For more information, please contact the DAS Training Coordinator, Bobby Aglubat at (916) 263-8695 or email [dastraining@dor.ca.gov](mailto:dastraining@dor.ca.gov).

### Enhancing WIA Performance Outcomes On-Line Tutorial

The Department of Labor, Employment and Training Administration, released a new free on-line tutorial, *Enhancing WIA Performance Outcomes*, ([www.spra.com/PEP/](http://www.spra.com/PEP/)) to help enhance Workforce Investment Act (WIA) performance outcomes. The on-line tutorial is a Macromedia presentation that uses a Power-Point-like presentation with narration to guide the user through valuable on-line training. This tutorial is designed to help states and local areas achieve and surpass federal performance standards for WIA programs and participants.

This on-line tutorial may also be accessed from Workforce Tools of the Trade web site under Free On-line Training & Resources. For questions about this on-line tutorial, please contact [Vinz\\_Koller@spra.com](mailto:Vinz_Koller@spra.com).

## Grant Funding Available

### WIA Veterans' Program SFP

The Employment Development Department (EDD) recently released a Workforce Investment Act (WIA) Veterans' Employment-Related Assistance Program (VEAP) Solicitation for Proposals (SFP) for funding available February 1, 2005, through July 31, 2006. Successful applicants may receive grants of up to \$500,000. Proposals are due December 29, 2004. If you are interested in submitting a proposal, download the SFP at [www.edd.ca.gov/wiarep/wiaspind.htm](http://www.edd.ca.gov/wiarep/wiaspind.htm).

### Governor's Discretionary Fund SFP

The Employment Development Department (EDD) in coordination with the California Workforce Investment Board (CWIB), on behalf of the California Labor and Workforce Development Agency, announces the availability of up to \$22 million in a Solicitation for Proposals (SFP). The funds include up to \$20 million of Workforce Investment Act (WIA) Governor's 15 Percent Discretionary funds and up to \$2 million of Wagner-Peyser Act Governor's 10 Percent funds. Proposals must be received by no later than January 5, 2005. Copies of the SFP, as well as related information, are available in electronic format at [www.edd.ca.gov/wiarep/wiaspind.htm](http://www.edd.ca.gov/wiarep/wiaspind.htm). Please contact Don Migge at (916) 654-6206 or Lynora Sisk at (916) 654-7854 for further information.

Visit the new EDD Grant Funding Opportunity page located at [www.edd.ca.gov/wiarep/wiagrantfund.htm](http://www.edd.ca.gov/wiarep/wiagrantfund.htm) for additional grant listings.

## California's Biotechnology Industry Put 'Under the Microscope'

Biotechnology is an industry that's frequently in the news, and with good reason. Scientists in the industry are pushing the limits of understanding about the most basic aspects of life to new levels every day. And as nature gives up her secrets slowly, scientists in the industry seek to use that knowledge to pioneer new drugs, tests, and medical devices to an ever-increasing, maturing population.

As part of its effort to translate these developments in an evolving industry to benefit individuals in their career exploration efforts, the Labor Market Information Division (LMID) is proud to announce a major new publication, *Under the Microscope, Biotechnology Jobs in California*.

This exciting new report examines 36 biotechnology occupations ranging from animal handler and greenhouse worker to research scientist and biochemical development engineer.

The report features:

- Comprehensive overview of the biotechnology industry, with an emphasis on California
- A look at the science behind the headlines, with a focus on the significant areas of research
- A look at overall growth in the industry
- Job duties, training requirements, job outlook, wages, and additional sources of information for each occupation
- Self-assessment section to find out whether a career in biotechnology is right for you
- How to prepare for a career in the biotechnology field
- Job outlook by occupation, and
- Related academic programs in California colleges and universities

The report is available on-line only at this time at [www.labormarketinfo.edd.ca.gov](http://www.labormarketinfo.edd.ca.gov). Select LMI Publications

on the left side of the portal page. *Under the Microscope* is the first publication listed. The report is in three sections, and is formatted to be easily printed and assembled into a two-sided publication.

## Tools for Career Exploration Revision Available

Since its introduction in 2000, *Tools for Career Exploration* has been one of the most popular resources available from EDD's Labor Market Information Division.

A newly revised *Tools for Career Exploration* (Tools) sports a red, white, and blue look as well as updated content. The Tools brochure is available to our customers free of charge.

The Tools offers users a guide to the collection of occupational resource materials available from EDD and the Bureau of Labor Statistics. Its matrix identifies the topics covered by each resource so customers can select the resource that best meets their information needs. A brief bibliography further clarifies each resource.

Users will find other changes to *Tools for Career Exploration* designed to increase its user-friendliness:

- § This new edition of Tools adds thought-provoking questions to help users analyze occupational information for better career decision-making.
- § Another new feature is a single web address at [www.calmis.ca.gov/tools/](http://www.calmis.ca.gov/tools/) from which users can directly link to the resources rather than trying to key in a lengthy, hard-to-read Internet address from the printed product.
- § Resources on the new Tools are arranged in order of geographic specificity—local, local and state, state, state and national, national, and those inclusive of all previous categories.

To order updated *Tools for Career Exploration*, call (916) 262-2162.

## Successful Partnerships

### LA's HOPE Gives the Homeless a Second Chance

Things are looking much better now for many of those faced with the difficulties of homelessness - as a result of their participation in the Los Angeles Homeless Opportunities Providing Employment (LA's HOPE) project.

In November 2003, \$3.6 million was awarded to the City of Los Angeles Workforce Investment Board and the Housing Authority of the City of Los Angeles to provide housing and employment via the City's WorkSource (One-Stop) system to chronically homeless individuals with mental illness. This "housing first" model was one of only five projects, including San Francisco PIC, nationwide to receive funding as part of the President's commitment to end homelessness.

Currently, the project has met its enrollment goal of 76 participants and to date, 55 participants have received a housing voucher. Of those 76, 10 participants are employed in competitive employment—both full and part-time. The project's employment staff are working diligently to engage the project participants as well as strengthen partner relationships through co-location at the mental health outreach agencies. Staff will carry these efforts out to the local WorkSource centers in the form of technical assistance as participants begin to access WorkSource services.

One notable employment tool developed through this project is the *Passport to Success*, a booklet of vouchers used by each participant to "redeem" employment-related services. While the goods and services in the Passport are provided through project and available WorkSource services, this tool should prove to be an invaluable resource in engaging and retaining participants in the project.

For more information, contact Susan Quigley, City of Los Angeles, at (213) 473-0371 or [squigley@cdd.lacity.org](mailto:squigley@cdd.lacity.org).

### City of San Bernardino Career Enhancement Program

The City of San Bernardino Career Enhancement Program is a customized, industry-based training program developed by the public electric utility, Southern California Edison, and the City's Workforce Investment Board (WIB) to train unemployed residents in skills necessary to compete and advance in the local workforce.

Edison was in need of qualified applicants who could pass the stringent application, testing and training process to become Customer Service Representatives and Meter Readers. Edison turned to the City of San Bernardino WIB to help them put in place a training program that would allow unemployed city residents the opportunity to compete for the well-paid, highly skilled jobs within the industry. Thus, the Career Enhancement Program!

This program is a true partnership between industry and government. The WIB, working with its Economic Development representatives, helped secure a facility for the training. Edison developed the curriculum with substantial input from supervisory and management personnel. Edison hired two recent retirees with broad scope of knowledge of the company as the instructors for the new program and provided impressive guest speakers. The WIB, through the One-Stop Career Center, recruited the applicants for the program and paid for the training and supportservices.

A total of 50 people participated in the training and 43 individuals obtained employment resulting in an 86% success rate.

For more information on this successful partnership contact Cynthia Cervantes at (909) 888-7881 or visit the Department of Labor Promising Practices web site located at [www.promising-practices.org/kc/main/kc\\_frame.asp?kc\\_ident=kc0001](http://www.promising-practices.org/kc/main/kc_frame.asp?kc_ident=kc0001).

## Award Nominations

### 2005 Governor's Older Worker and Exemplary Employer Awards

Nominations are being accepted for the 2005 Governor's Older Worker and Exemplary Employer Awards that recognize California's outstanding workers age 40 and over, and their employers. For more information, contact the Senior Worker Advocate Office at (916) 654-6502. Completed nomination forms must be postmarked no later than December 15, 2004. Please visit [www.edd.cahwnet.gov/swaorep/swaonomin.htm](http://www.edd.cahwnet.gov/swaorep/swaonomin.htm)

### 2005 Governor's Veterans Employer of the Year Awards

The California Employment Development Department, in partnership with the California Employer Advisory Council, is seeking nominations for the 2005 Governor's Veterans Employer of the Year Awards. Completed nomination forms must be postmarked no later than December 15, 2004. For more information, call (916) 654-7099 or fax (916) 654-8999 or visit [www.edd.cahwnet.gov/eddvtnomin.htm](http://www.edd.cahwnet.gov/eddvtnomin.htm)



## Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

### JOB SEARCH

*Seven Steps to Getting a Job Fast*, JIST Works (J2264)

*The Job Hunting Handbook, Take Control and Land the Job You Want*, Dahlstrom & Company, Inc. (J2226)

*100 Great Jobs and How to Get Them*, Impact Publications (J2171)

*100 Top Internet Job Sites, Get Wired, Get Hired in Today's New Job Market*, Impact Publications (J2168)

*Networking and Interviewing for Jobs*, JIST Works (J2112)

*Career X Roads, The Directory of Job, Resume and Career Management Sites on the Web*, MMC Group (J2057)

*Cyberspace Job Search Kit, The Complete Guide to On-line Job Seeking and Career Information*, JIST Works (J2043)

*Career Strategies, How to Get and Keep a Job*, Academic Innovations (J1962)

### INTERVIEWING SKILLS

*You're Hired!, Employers Give Tips for Successful Interviewing*, JIST Works (Video)(J2205-AV)



*Exceptional Interviewing Tips*, Cambridge Educational (Video) (J2182-AV)

*Common Mistakes People Make in Interviews*, Cambridge Educational (Video) (J2181-AV)

*Extraordinary Answers to Common Interview Questions*, Cambridge Educational (Video) (J2180-AV)

*The Get a Job Kit, The All-In-One Career Organizer*, Etiquette & Co. (J1913)

*Ace the Interview, Get the Job You've Always Wanted*, JIST Works (Video) (J1606-AV)

*Quality Interviewing: A Step by Step for Success*, Crisp Publications (J0599)

### RESUME WRITING

*Expert Resumes for People Returning to Work*, JIST Works (J2265)

*Seven Steps to Getting a Job Fast*, JIST Works (J2264)

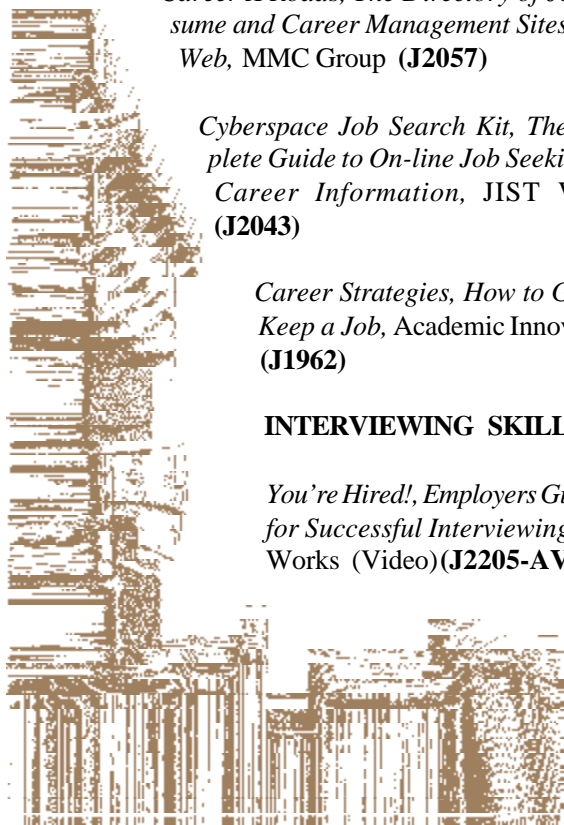
*Same-Day Resume, Write an Effective Resume in an Hour*, JIST Works (J2263)

*Resume Magic, Trade Secrets of a Professional Resume Writer*, JIST Works (J2262)

*Sure Hire Resumes*, Impact Publications (J2176)

*101 Best Resumes*, McGraw-Hill (J2175)

*Cyberspace Resume Kit, How to Build and Launch an Online Resume*, JIST Works (J2042)



# INFORMATION EXCHANGE

## December 2004

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
		1 <div>WIA Exit Strategies for Youth Programs Long Beach- (562) 570-4725</div>	2 <div>Assess with Finesse Los Angeles County- (626) 960-3964  Let's Talk Business Riverside- (909) 955-9139</div>	3
6	7	8 <div>One-Stop Connection: "Employment and Training Opportunities for Current and Emancipated Foster Youth" Workshop Los Angeles- (213) 485-0926</div>	9	10
13 <div>Youth Services Strategies San Jose- (408) 928-1460</div>	14 <div>Let's Talk Business Los Angeles County- (562) 946-2237 x231  Training for Trainers East Los Angeles- (323) 832-1221</div>	15 <div>WIA Exit Strategies for Adults &amp; Dislocated Workers Orange County- (760) 353-5050</div>	16	17
20	21	22	23	24
27	28	29	30	31

\*Training in shaded boxes conducted by the Capacity Building Unit - [www.edd.ca.gov/wiacal.htm](http://www.edd.ca.gov/wiacal.htm)

# INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK  
c/o EDD/WID  
PO Box 826880 MIC 69  
Sacramento, CA 94280-0001

## THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

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